



Practitioner Satisfaction Survey 2012 Results

Our mission is to improve the health and quality of life of our members

The 2012 Practitioner Satisfaction Survey was conducted via an electronic survey tool to maintain provider anonymity.

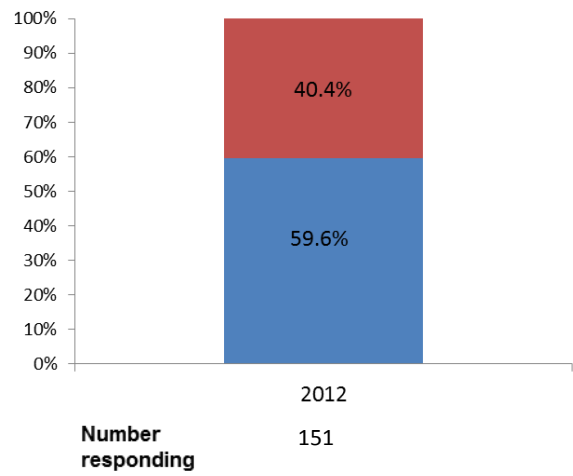
The Plan distributed 462 reminder postcards to 462 practitioners.

A total of 163 surveys were completed for a response rate of 35.3 percent, which represents an 11.3 percentage point increase from 2011.

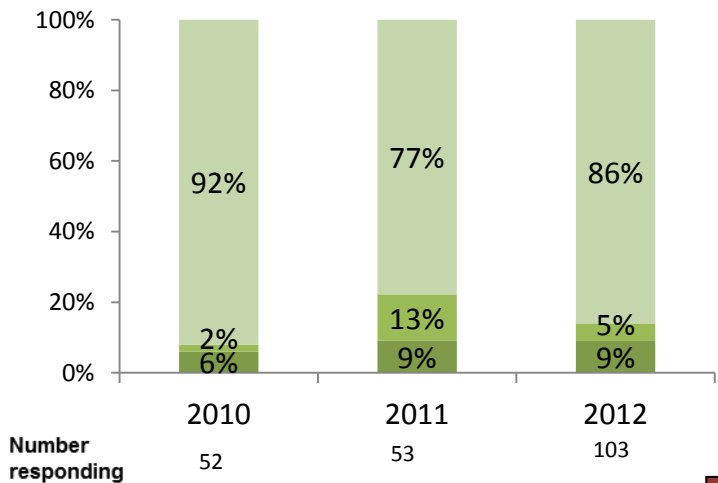
Interventions to encourage survey completion included practitioner education regarding the importance of practitioner feedback to Passport Health Plan included:

- Telephonic outreach via the Rapid Response Team
- Face to face outreach via the Embedded Nurse Care Managers
- Face to face encounters during meetings where practitioners were in attendance
- Reminder alerts via Passport's online information system

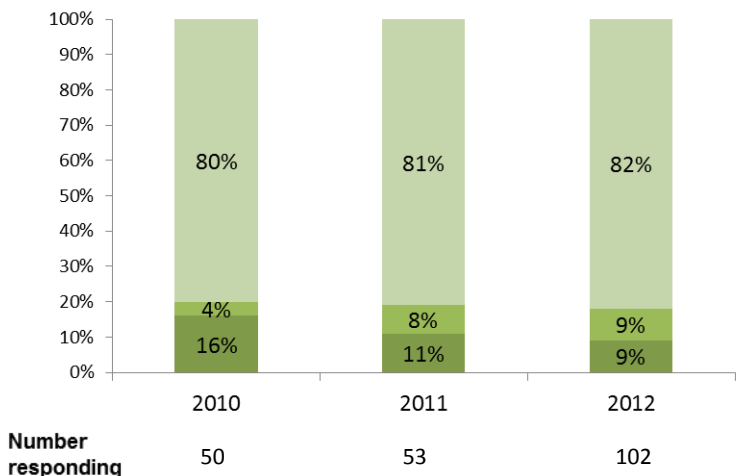
Do you use a billing agency to submit claims on your behalf?



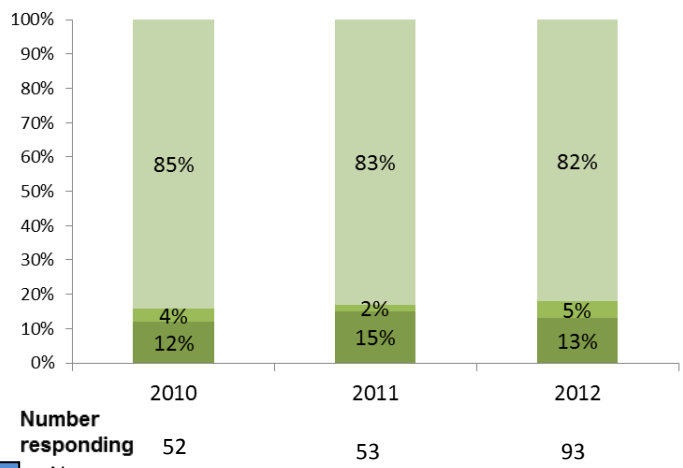
Timeliness of payment



Timeliness of unpaid/rejected claims



Accuracy of payment

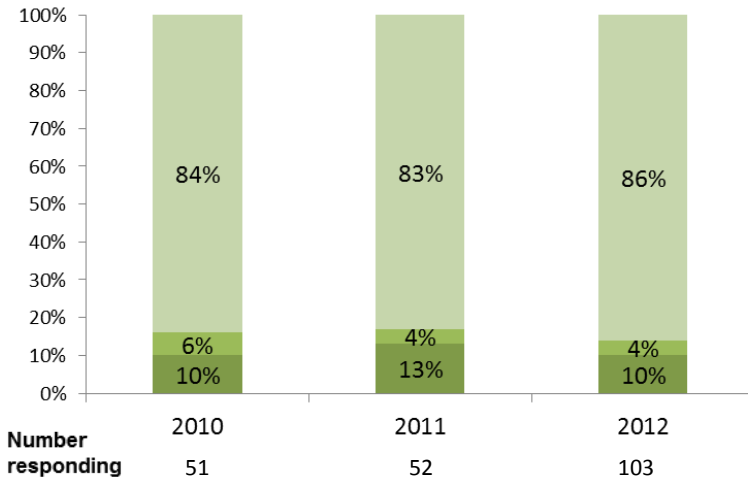


■ Yes ■ No

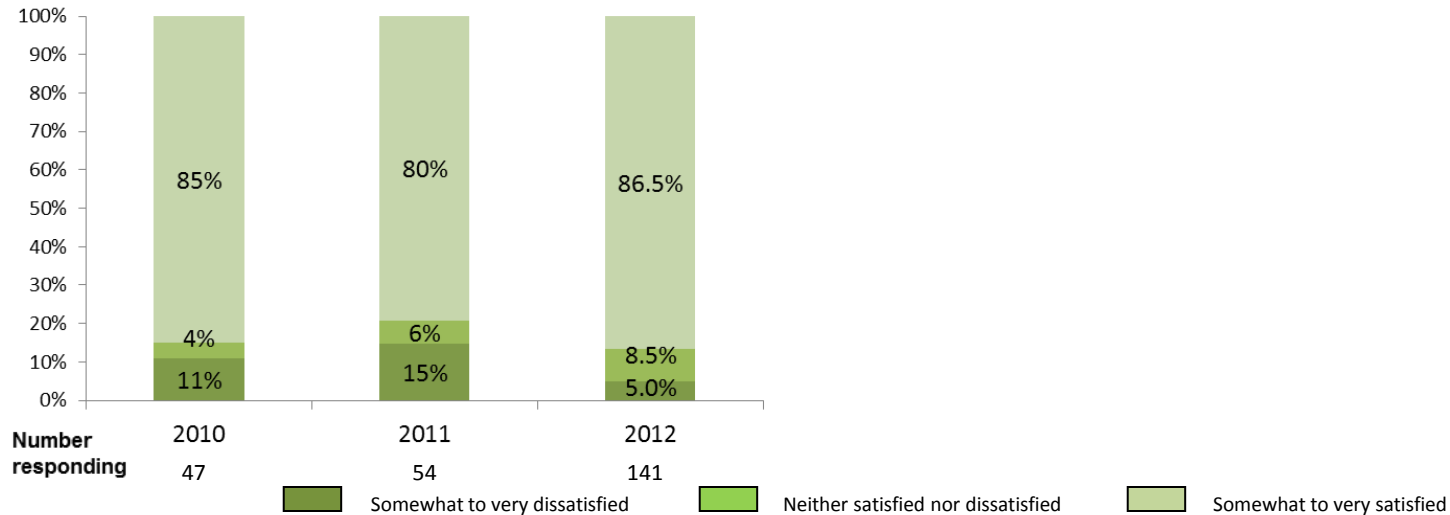
■ Somewhat to very dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat to very satisfied

Note: Numbers are rounded to the nearest whole number.

Accuracy of remittance advice



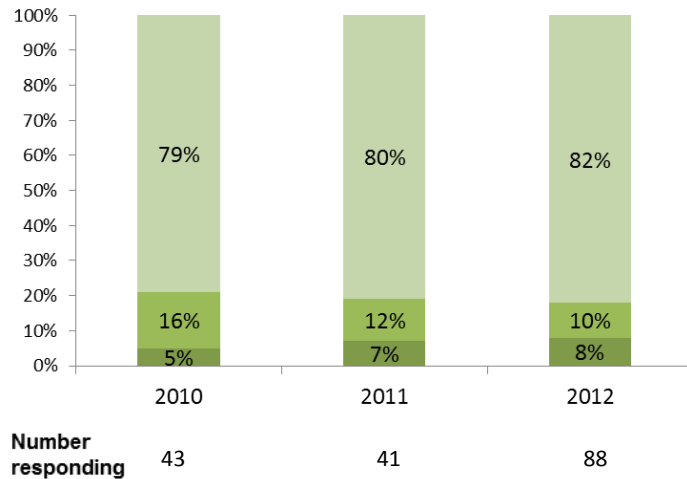
Knowledge/accuracy of response to telephone inquiries



Note: Numbers are rounded to the nearest whole number.

Ranking of Plan's ability to respond to questions regarding:

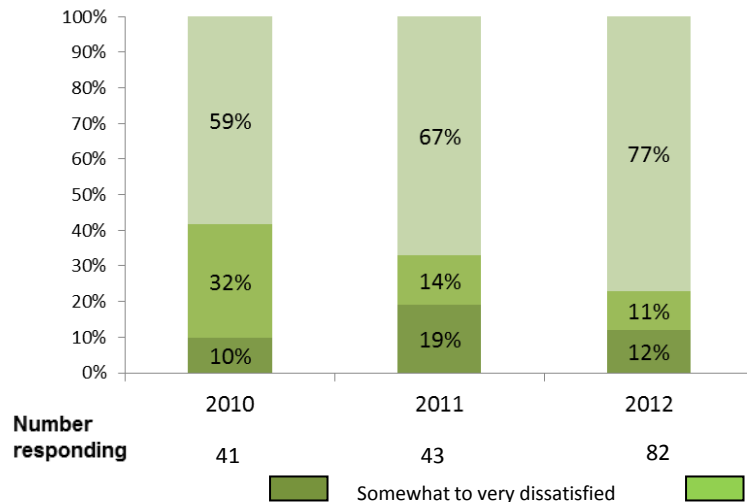
Claims denied for no referral/authorization



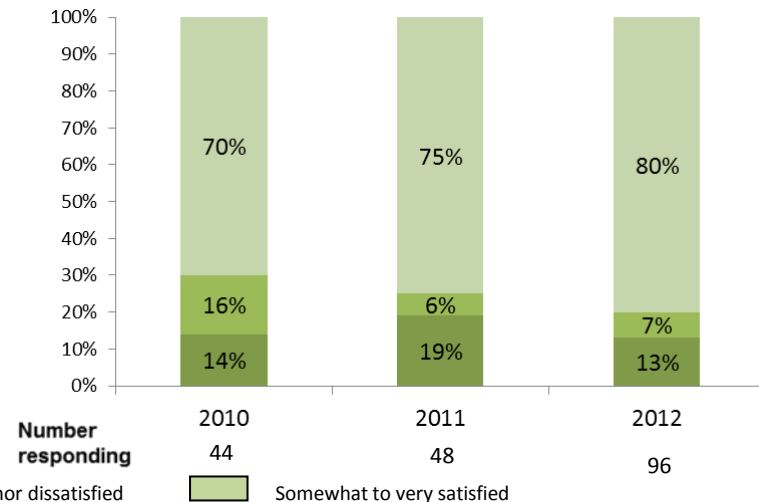
Plan billing policy



TPL or subrogation disagreements

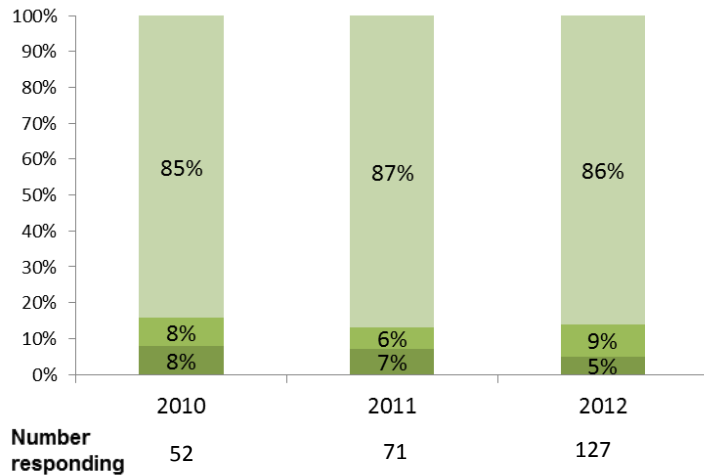


Incorrect payment

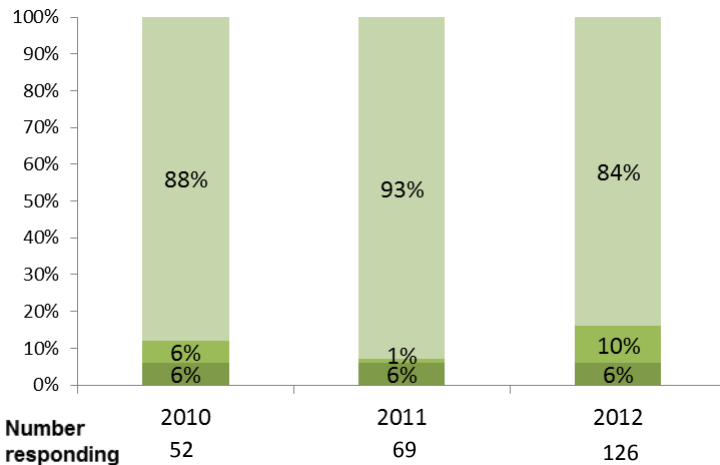


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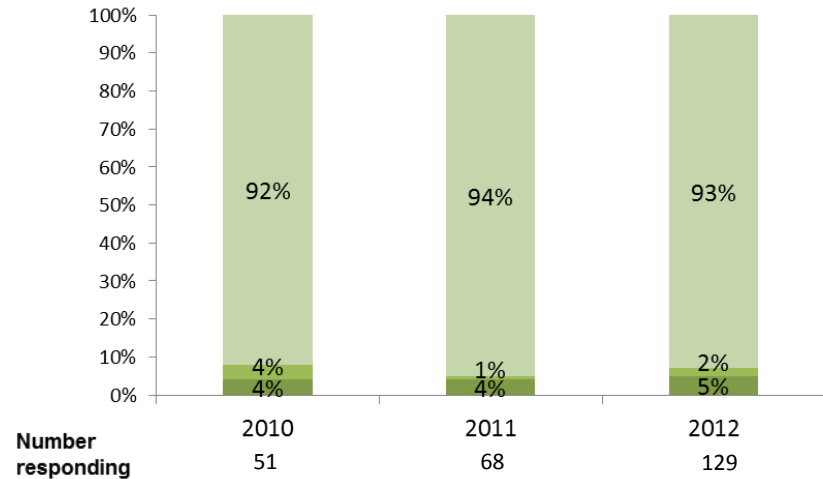
Knowledge/accuracy/helpfulness of response to non-claims related telephone inquiries



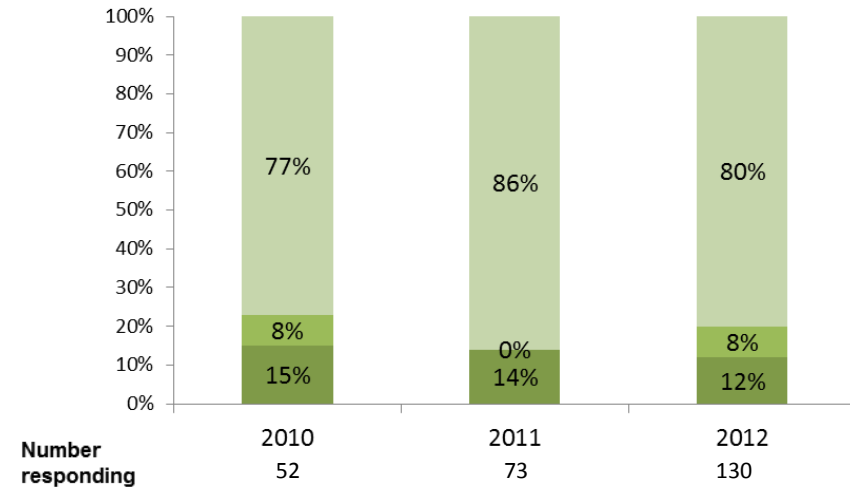
Timeliness of responses to non-claims related telephone inquiries



Courtesy of telephone staff for non-claims related telephone inquiries



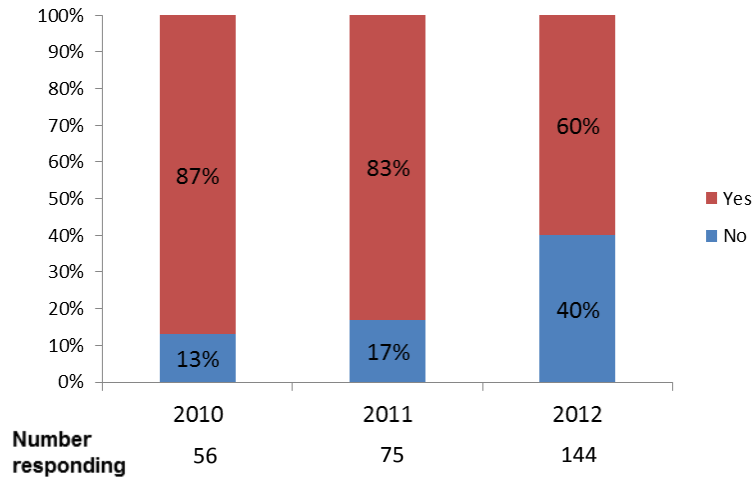
Ability to resolve issues without repeat inquiries



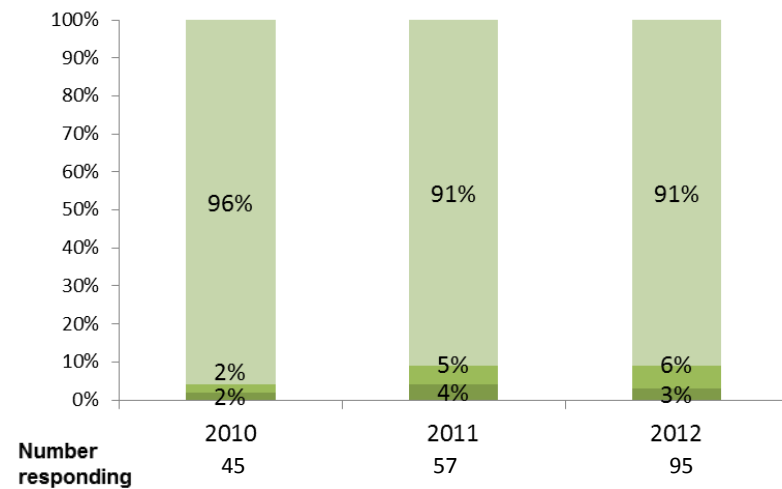
Legend: Somewhat to very dissatisfied (dark green), Neither satisfied nor dissatisfied (medium green), Somewhat to very satisfied (light green)

Note: Numbers are rounded to the nearest whole number.

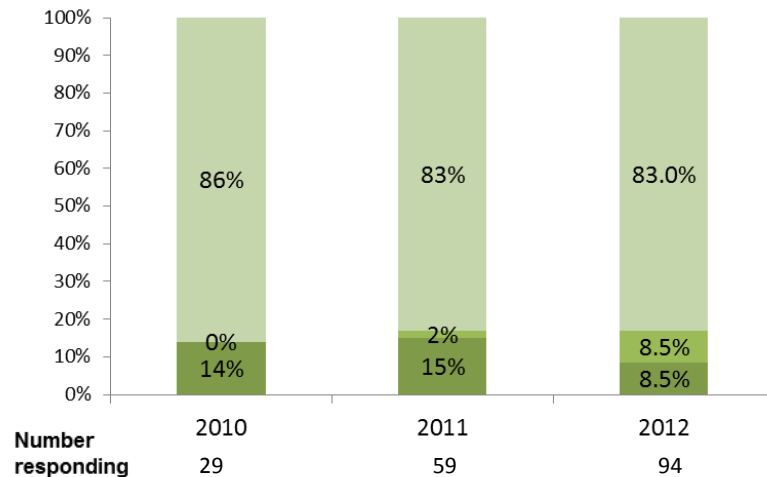
Do you know who your representative is



Courtesy demonstrated



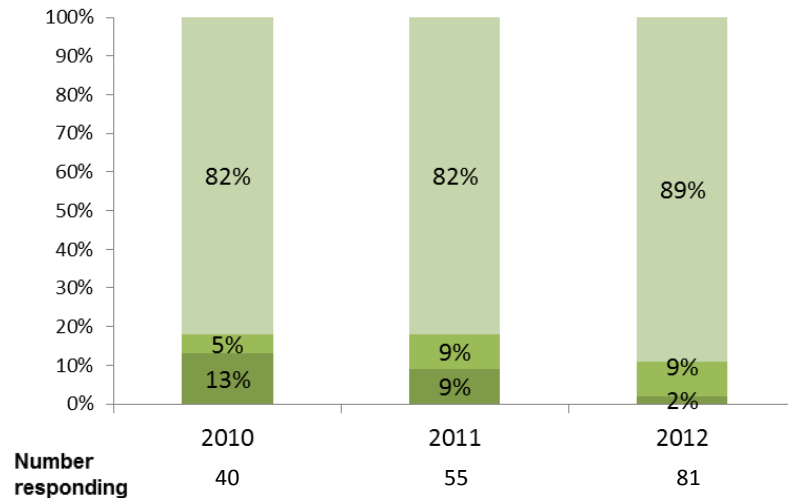
Accessibility of representative



Somewhat to very dissatisfied
 Neither satisfied nor dissatisfied
 Somewhat to very satisfied

Note: Numbers are rounded to the nearest whole number.

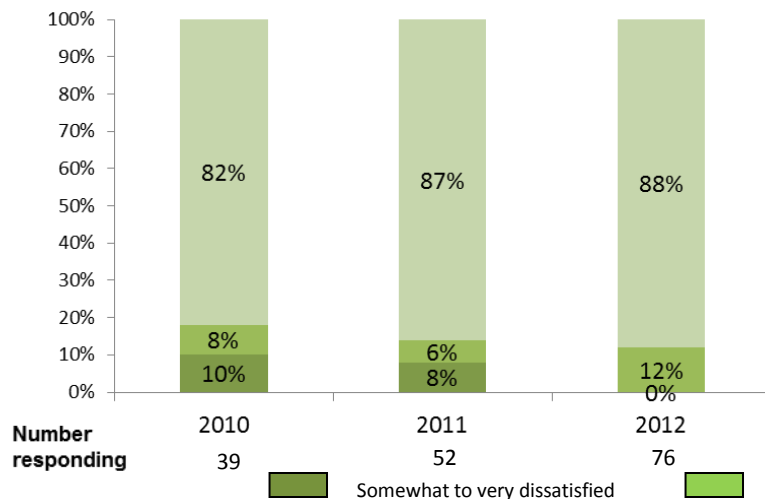
Answer questions about billing and claims



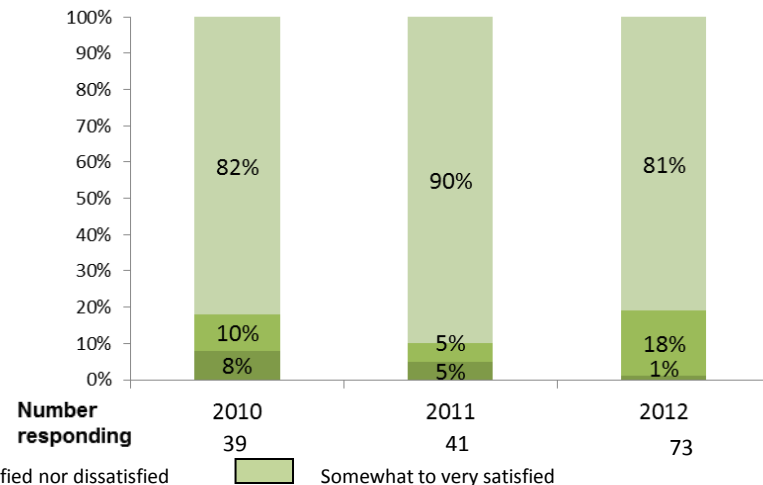
Respond to questions about policies (i.e. presumptive eligibility, authorizations, etc.)



Answer questions about your contract

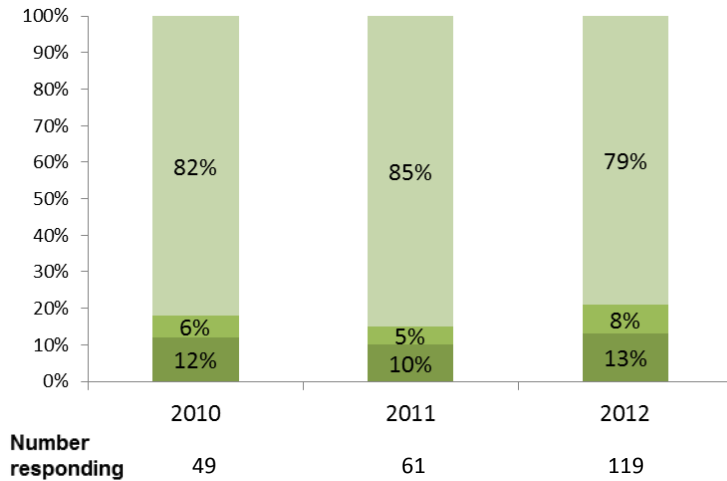


Answer questions regarding programs (i.e. Disease Management, Case Management, etc.)

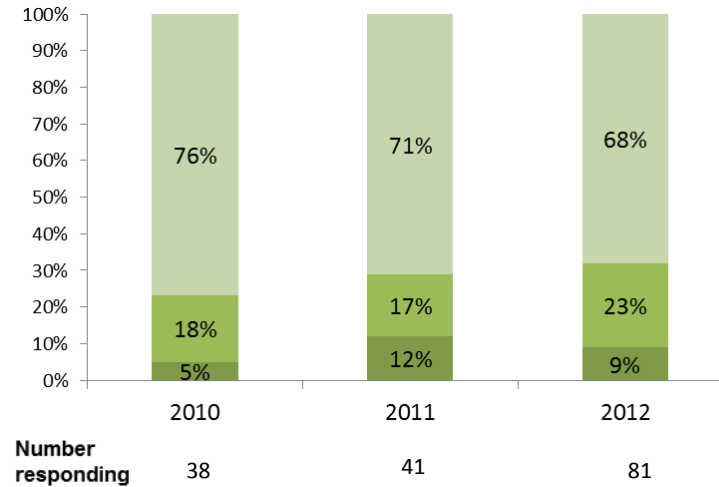


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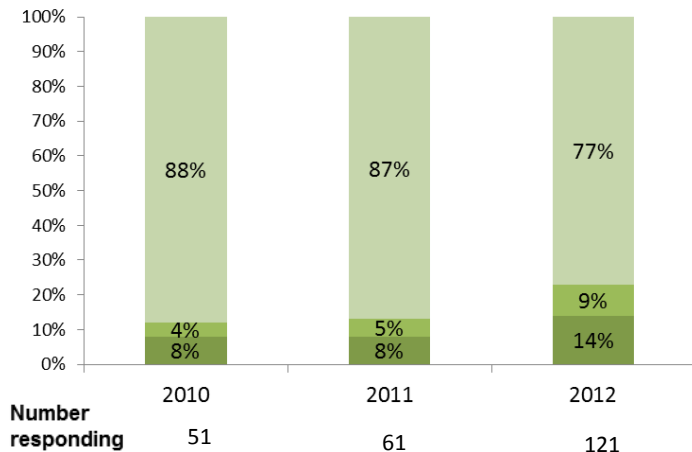
Ease of process



Accessibility of the Medical Director



Timeliness of the process



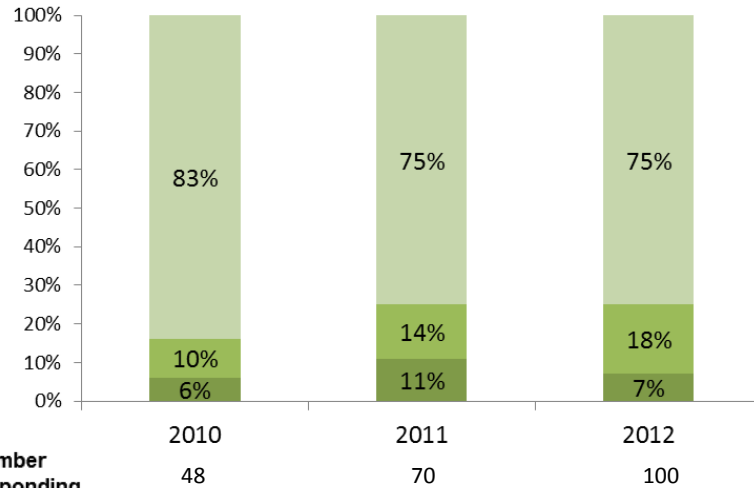
Timeliness of denial notification



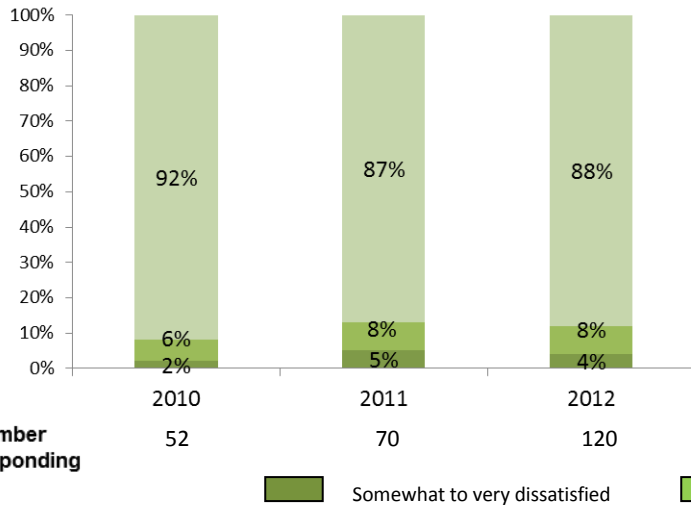
Somewhat to very dissatisfied
 Neither satisfied nor dissatisfied
 Somewhat to very satisfied

Note: Numbers are rounded to the nearest whole number.

Timeliness of the appeal process

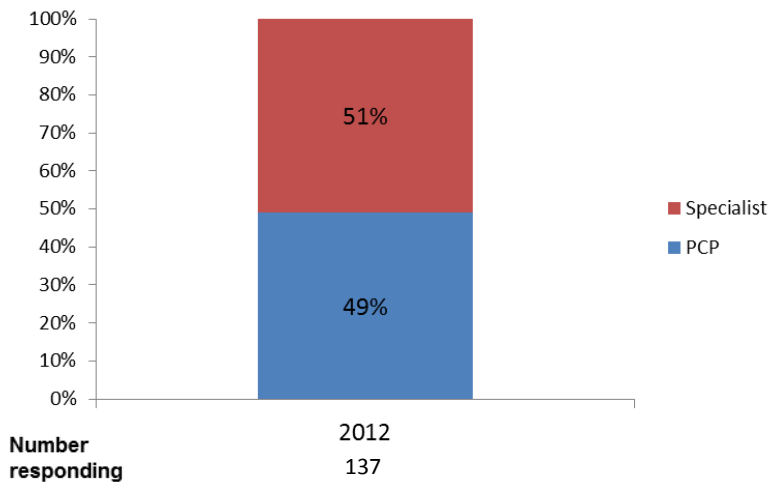


Courtesy of telephone staff



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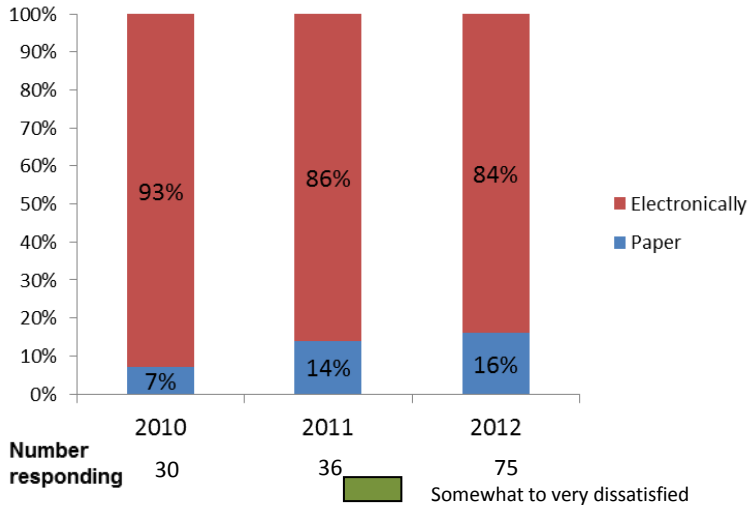
Are you a PCP or Specialist:



Ease of Submission (PCP's Only)

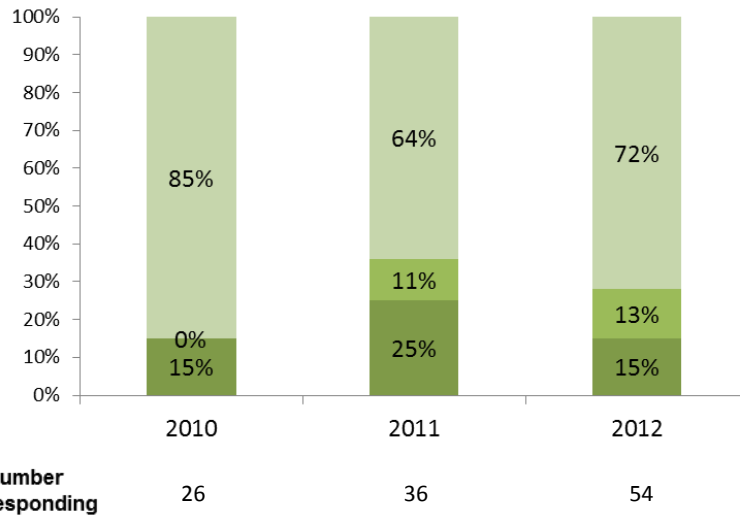


Do you submit the majority of your referrals:



Somewhat to very dissatisfied Neither satisfied nor dissatisfied Somewhat to very satisfied

Note: Numbers are rounded to the nearest whole number.



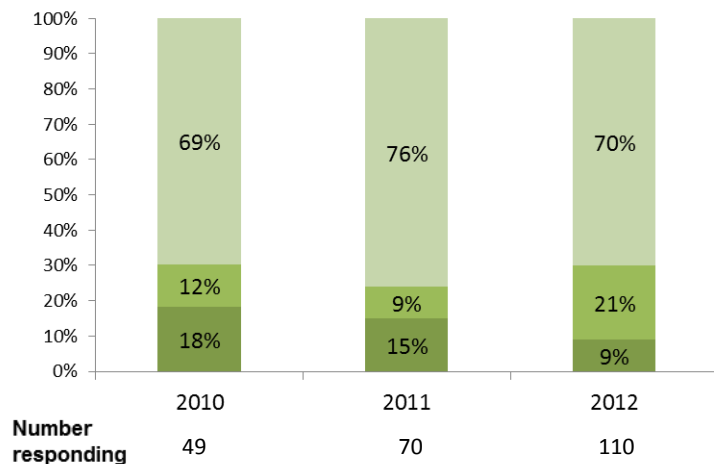
One provider office documented the need for therapists. Passport has numerous physical therapists, occupational therapists, and speech therapists available. Behavioral health therapy was not a covered service by Passport Health Plan in 2012.

	2012	2011	2010
All		1	
Cardiology			
Dermatology		1	2
ENT			
Endocrinology		1	
Gastroenterologist	1	1	
General Surgeon		1	
Neurology	2		
Neurosurgery			
OBGYN			
Oral Surgery	1	1	
Orthopedics	1	1	3
Otolaryngology			
Pain Management		1	1
Pediatrics	1		
Pediatric Neurology			
Pediatric Orthopedics			
Pediatric Urology			
Pediatric Specialists			
Physicians in Warren County			
Plastic Surgery			
Psychiatry	2	2	
Rheumatology		1	2
Urology	1		

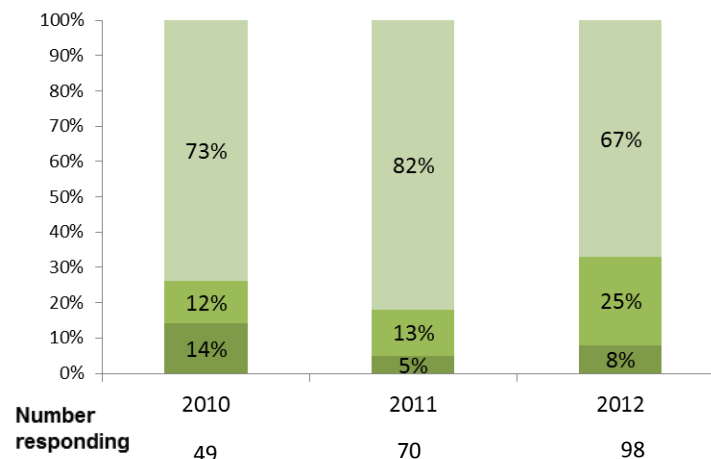
Somewhat to very dissatisfied
 Neither satisfied nor dissatisfied
 Somewhat to very satisfied

Note: Numbers are rounded to the nearest whole number.

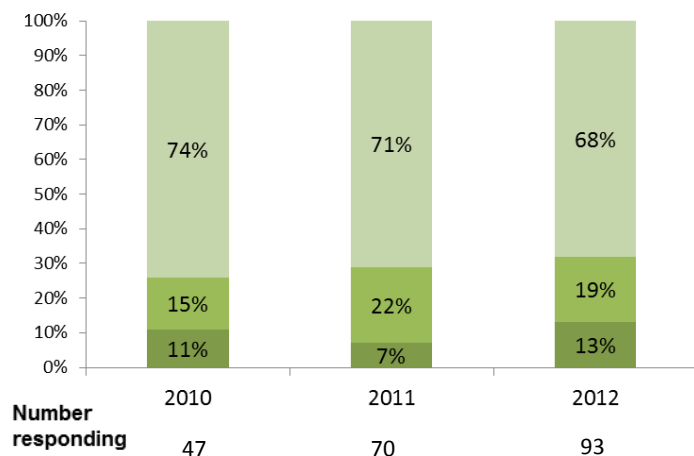
Ease of pharmacy prior authorization process



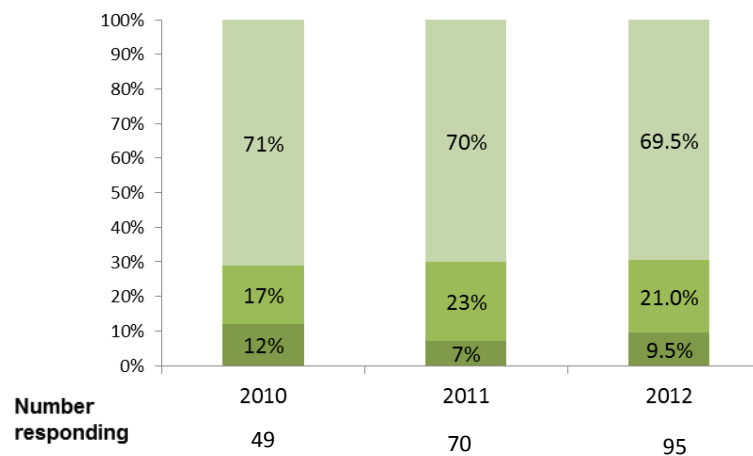
Information to help you understand the PA process



Information to help you understand the Pharmacy benefits



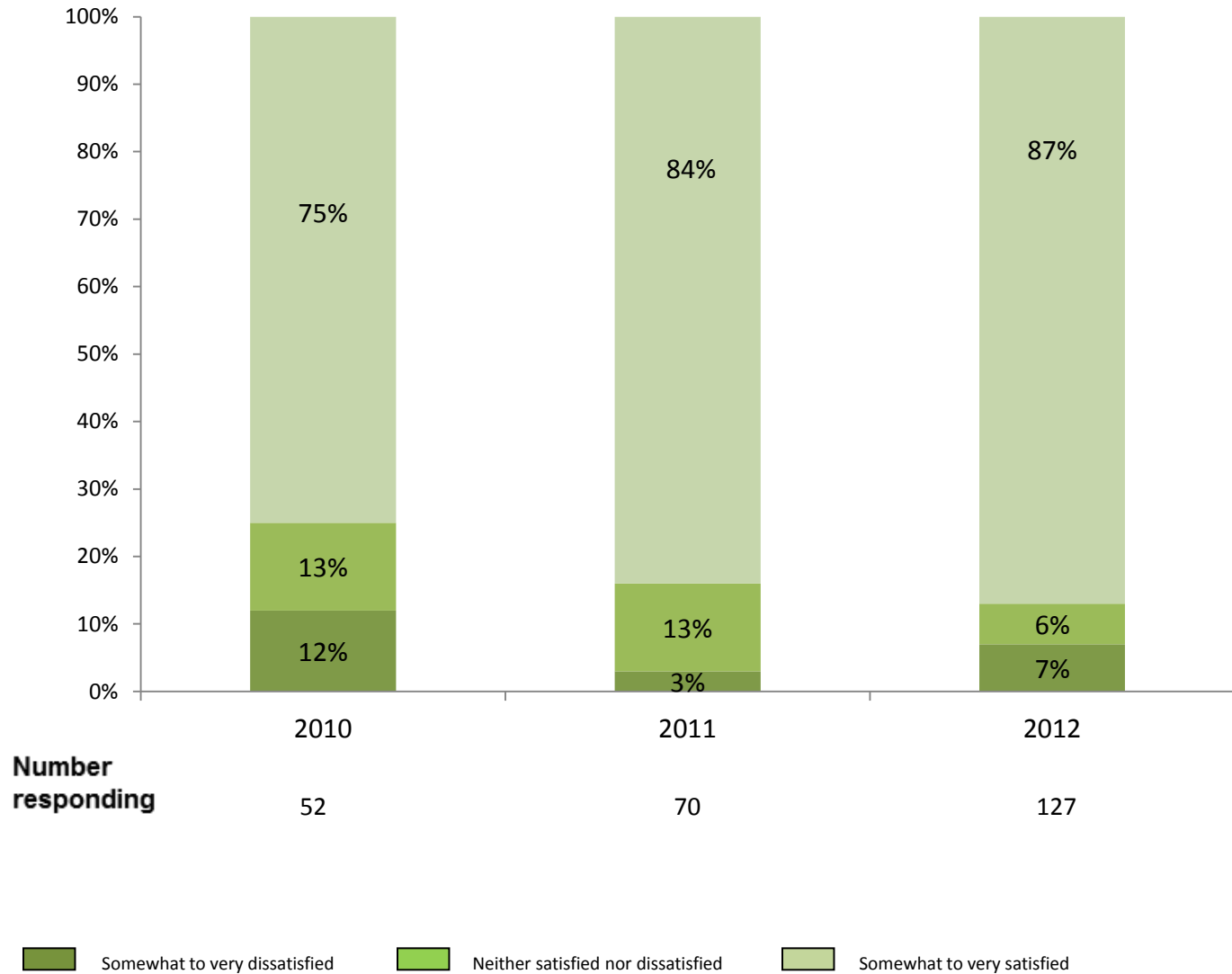
Timeliness of communication regarding formulary changes



Somewhat to very dissatisfied
 Neither satisfied nor dissatisfied
 Somewhat to very satisfied

Note: Numbers are rounded to the nearest whole number.

Overall Practitioner Satisfaction with Passport Health Plan



- I have recommended several patients to stay with Passport Plans, compared with the others, Passport is A+++++++
- Passport Health has been wonderful in regards to providing assistance to our practice with much needed help in regards to the new MCO-products and keeping up with our patient panel! They have even provided on site help to our practice which has been more than helpful!!
- What happened to my provider rep? I really liked her as my provider rep. She was always very helpful and prompt with an answer to my questions.
- I only responded to those questions with which I have direct experience. I did not poll my associates to answer. However, I will send the link to the survey to others within the organization. Thanks!
- Having difficulty getting Passport remittances electronically. They switch then switch back to check. Very inconvenient
- Behavioral health services are overloaded; timeframe to see psychiatrists are 1 to 3 months; timeframe for therapists 3 to 14 days with limited follow-up dates and lack of convenience. We need to free up private providers to take on medicaid/passport clients to free us up as behavioral health providers to do a better job; especially in the Hardin County area.
- It would make things alot easier if we had more of a prompt answer with the universal claim forms i sent a bunch out between aug. And now and still have not recieved any responses and that is very bad customer service and not very prompt on this matter, but besides that i love all of the represenatives that i talk to they are always great to work with. :O) BUT PLEASE GET ME A RESPONSE TO MY UNIVERSAL CLAIM FORMS

- Overall, I have been very satisfied with Passport and your representatives prior to 2013. Have had issues related to the MCO changes in 2013. Still having some issues related to Dr. ZZ and 199 non-pymt remarks which are NOT CORRECT. XX,MD has been corrected and reissued for payment from Passport. Claims dept stated that our office was not active in the Medicaid system (which is incorrect) and claims reps were not helpful and one in fact very rude to our staff member. There has been alot of confusion...somewhat understandable! Claims could have been more proactive instead of "arguing with my staff. YYY, Provider representative (probably spelled incorrectly) was most helpful in assisting which did aid in resolving the matter for XX, MD. YYY definitely took the initiative to look into the matter, found the answer and responded to me quickly. I'm sure she is an asset to your Corp. Although, we are still awaiting ZZ, MD's claims to be reissued and paid. (Prior to 2013, was very pleased with responsiveness, etal with Passport).
- We have several claims that have processed incorrectly and that have denied incorrectly. Each time I call Passport they agree that it's incorrect but they all say it's because they have switched to a new system and the old PA's did not transfer over. I ask them, can I send a spread sheet of all of our denied/incorrect claims so that someone can process them" and I'm told that they are working on all claims. We are still getting denials and old claims are still unpaid. Calling on one patient who has multiple claims might take 1-2 hours to complete... We have at least 8-10 patients effected and each patient has multiple claims. I just wish it was easier for someone to submit info to Passport for review/payment.

- Splitting the Medicaid program into several entities confuses patients and they give incorrect information to providers, resulting in delayed or no payment.
- Have few complaints about Passport but authorization process for medications and diabetic supplies is sometime slow. Also frustrating when obtaining precert for surgeries. Person taking info should have a medical background. Thank you.
- We have numerous issues with passport denying our claims although we've rec'd a referral. Passport is the only MCO that requires providers to jump through administrative hoops such as obtaining a referral only to deny the claim!
- Also, although we bill 2ndary's elec to Passport, 9/10, Passport denies claim wanting a hard copy Medicare EOB. There is not other payer that wants hardcopy eob's in this day/time except for Passport. Needs to fix whatever is happening on the EDI side of claims!
- We have numerous issues with passport denying our claims although we've rec'd a referral. Passport is the only MCO that requires providers to jump through administrative hoops such as obtaining a referral only to deny the claim!
- In the past 2 months passport is having problems paying therapy claims which require authorizations. They are counting each modality as a visit instead of dates of service